



STATE OF NH  
DEPT OF JUSTICE

2019 SEP -6 PM 12:48

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September 3, 2019

**VIA FIRST CLASS MAIL**

Attorney General Gordon Macdonald  
Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Security Incident Notification Provided for DIRTT Environmental Solutions**

Dear Attorney General Joseph Foster,

We are providing notification in connection with an incident that involved inadvertent disclosure of a company email.

**Nature of the Incident**

On August 13, 2019, we discovered that there was a security incident at DIRTT on August 12, 2019. An email containing one New Hampshire resident's name and credit card information was inadvertently sent to unauthorized individuals.

A notification letter was sent to the New Hampshire resident via regular mail on August 30, 2019. A sample of the notification letter is attached.

**Steps Taken and Plans Relating to the Incident**

We are committed to continuously improving, so we are working to identify and make changes based on lessons learned from this incident. DIRTT's privacy and data protection are extremely important to DIRTT. An investigation is under way. Significant resources are dedicated to ensuring our information systems and data are secured, specifically data containing sensitive information.

DIRTT also engaged Equifax to provide one year of credit monitoring and identity protection and restoration services at no cost to the individuals.

**Contact Information**

Should you have any questions or if additional information is needed, please do not hesitate to contact me at [lori.nugent@akerman.com](mailto:lori.nugent@akerman.com) or 224-279-5128.

Attorney General Gordon Macdonald  
September 3, 2019  
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Sincerely,

*Lori S. Nugent (w/permission Christy S. Hawkins)*

Lori S. Nugent  
Partner



7303 30th Street SE  
Calgary, AB  
T2C 1N6  
403.723.5000

Dear [REDACTED],

We are writing to inform you of a recent security incident involving your information. We take the security and privacy of information in our care seriously, and we apologize for any inconvenience this incident may cause.

**What Happened?**

On August 13, 2019, we discovered that there was a security incident at DIRTT on August 12, 2019. An email containing your name and credit card information was inadvertently sent to unauthorized individuals.

**What Information Was Involved?**

An email containing your name and credit card information was inadvertently sent to unauthorized individuals.

**What We Are Doing.**

We are committed to continuously improving, so we are working to identify and make changes based on lessons learned from this incident. DIRTT's privacy and data protection are extremely important to DIRTT. An investigation is under way. Significant resources are dedicated to ensuring our information systems and data are secured, specifically data containing sensitive information.

For your additional protection, we are giving you a prepaid subscription to Equifax ID Patrol® for identity theft and credit monitoring – **free of charge for one year**. The services include: 12 months of credit monitoring, up to \$1,000,000 in identity theft insurance, and a dedicated ID Restoration Specialist to work on your behalf to help you restore your identity if needed.

**What You Can Do.**

You can sign up with Equifax for the services that have been arranged for you. Equifax will help you restore your identity should you become a victim of identity theft.

**Signing up Online is Easy:**

Go to: [www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol). It only takes 5 minutes to help protect your identity.

*Before you start:* You'll need your name, gender, home address, date of birth, Social Security number, and telephone number.

Your Unique Activation Code: [REDACTED]  
(Expires [REDACTED])

**With Equifax ID Patrol you can:**

Monitor your credit. Work with a dedicated Customer Care Representative. Help protect your information. Help minimize exposure. Help reduce financial risk...  
Read more  
[www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol)

**For More Information.**

If you have questions or concerns about how this might impact you contact IT HelpDesk at [ithelpdesk@dirtt.net](mailto:ithelpdesk@dirtt.net) or 403-450-7620.

Sincerely,

Mark Greffen, Chief Technology Officer

Ph: 403-978-9311

Email: [mgreffen@dirtt.net](mailto:mgreffen@dirtt.net)

## Steps to Help Protect Your Information

**1. Website and Enrollment.** Go to [www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol) and follow the instructions for enrollment using your Enrollment Code provided in the letter.

**2. Activate the credit monitoring** provided as part of Equifax ID Patrol. The monitoring included in the membership must be activated to be effective.

**3. Review your credit reports.** We suggest that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**4. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we suggest you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**5. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**6. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection (<http://www.ca.gov/Privacy>) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.